



Embassy of the United States of America  
Kyiv, Ukraine

## JOB OPPORTUNITY ANNOUNCEMENT

# 043

Date: December 13, 2011

**TO: ALL MISSION PERSONNEL**

**FROM: TERRY ALSTON – HUMAN RESOURCES OFFICER**

**SUBJECT: HOUSING COORDINATOR AT GENERAL SERVICES OFFICE**

Employees are invited to apply for this position or refer *qualified and eligible* candidates to the Embassy Human Resources Office. *Application procedure* is outlined at the end of this notice. Questions should be directed to the Human Resources Office.

**POSITION TITLE:** HOUSING COORDINATOR

**OPEN TO:** U.S. Citizen Eligible Family Members ONLY  
(see the definition below)

**GRADE LEVEL:** FP-06\* (FULL PERFORMANCE LEVEL)

**WORK HOURS:** Full-Time, 40 hours per week

**OFFICE LOCATION:** General Services Office

**OPENING DATE:** o/a February 2012

**DEADLINE:** January 2, 2012 at 6 P.M. Kyiv Time

\* FP-06 is subject to confirmation with Washington.

## **DEFINITIONS:**

### **U.S. Citizen Eligible Family Member (USEFM) is:**

- (1) U.S. citizen; and
- (2) The spouse *or domestic partner (as defined in 3 FAM 1610)* of the sponsoring employee, or a child of the sponsoring employee who is an unmarried *child* at least 18 years old; and
- (3) Listed on the travel orders *or approved Form OF-126, Foreign Service Residence and Dependency Report*, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan; and who is under chief of mission authority, and either:
  - (a) Resides at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; or
  - (b) Resides at an involuntary separate maintenance allowance (ISMA) location authorized under [3 FAM 3232.2](#). If residing at an ISMA location, the individual will not be listed on the sponsoring officer's travel orders, but will have a Form [SF-1190, Foreign Allowances Application, Grant and Report](#), processed authorizing ISMA.

## **BASIC FUNCTION OF POSITION:**

Under the guidance of the GSO in charge of Housing, incumbent works with staff of the Housing Unit, real estate agents and landlords to locate new housing and maintain current portfolio of apartments. Actively manages departure/arrival process for Post's 100-unit housing program.

## **MAJOR DUTIES AND RESPONSIBILITIES:**

### **Management of Departure/Arrival Process**

**50%**

- Actively manages the departure and arrival process for post's unit residential housing program;
- Directly oversees and maintains the Mission's Make Ready Program, developing detailed tasking for, and/or tracking of, residential make ready maintenance, repair and renovations, coordinating these schedules with movements of furnishings and personal effects, and developing schedules that ensure seamless transitions for departing or incoming officers and their families, as well as TDY staff;

- Works with other agencies in order to maintain housing database to include updated information for residents, such as email addresses, members of household, cell phone numbers, etc.
- Advises the Facilities Maintenance Supervisor of maintenance or repair issues outside normal Make Ready preparations, after outgoing inspection processes and before completions for new arrivals;
- Schedules delivery of transit kits and welcome kits as necessary and assures that the LE Staff in charge of all hospitality kits and other loaner items delivers sufficient and correct supplies or equipment as scheduled;
- Advises the warehouse foreman on furniture, appliances or other equipment issues after housing has been assigned and identifies items that must be replaced or augmented relative to changes in new family profiles;
- Acts as final point of inspection of residences prior to employee move-ins and departures.
- With knowledge of, and in compliance with U.S. Government regulations under 15 FAM 700, the incumbent schedules and coordinates residential inspections prior to final departure of officers and families, and as necessary works with GSO Inventory to prepare condition reports of residential quarters for any damage assessment purposes.

### **Customer Service Requests**

**20%**

- Assists Housing staff with processing customer service requests that involve completing the make ready process, especially where his/her knowledge of the make ready process or specific employee needs is relevant to completing the work order.
- Assists Housing staff with service requests as needed and acts as Housing Office liaison to customers when necessary.

### **Housing Portfolio**

**15%**

- Develops list of preliminary assignments for review by the housing GSO in accordance with 15 FAM and all other applicable regulations;
- Prepares housing proposals for review by the Inter Agency Housing Board;
- Under guidance of the Housing GSO, works with LE staff to locate new housing and maintains current portfolio of apartments;

- Recommends to the Housing GSO changes to post's current housing portfolio.

### **Housing Policies & Procedures**

**5%**

- Works to improve GSO housing policies and procedures;
- Reviews on a continuous basis all aspects of make ready and maintenance and repair processes;
- Prepares informational hand-outs and gives presentations during check-in briefings for newcomers and at any additional seminars for incoming or departing officers and families, explaining housing policy vis a vis occupant and government responsibilities and Ukrainian landlord perception;

### **Escort Duties**

**5%**

Serves as a fully cleared, on-site escort for construction projects or deliveries of various furniture, equipment, or supplies to controlled access areas in any building. Working with the RSO, understands or has the ability to learn appropriate construction and procurement security issues in order to ensure compliance when escorting outside visitors, vendors or contractors. The incumbent should have knowledge of policies and procedures pertaining to the handling and escorting of classified documents and classified equipment such as copiers, fax machines, computers, printer, shredders and documents.

### **Other Duties**

**5%**

- Performs other duties as assigned.

## **REQUIRED QUALIFICATIONS:**

### **EDUCATION:**

- High school certificate and at least 2 years of post-secondary education is required.

### **WORK EXPERIENCE:**

- Two years of customer service work, preferably in real estate, **or** logistics or related work plus a demonstrated ability to work with difficult customers and/or situations as evidenced by employment or volunteer work references.

### **LANGUAGE:**

- Level IV (fluency) in English is required.

### **KNOWLEDGE:**

➤ Must have good working knowledge of computers, especially knowledge of MS Office, spreadsheets and/or database operation, and use of the Internet; must have extensive knowledge of, or ability to learn appropriate sections of the Foreign Affairs Manual and relevant Mission agency regulations; should have knowledge of, or be able to research and learn, basic housing/building standards in Ukraine and Ukrainian lease regulations; should be fully versed in, or able to learn, all policy guidelines of the Mission Housing Program, as they relate to obligations of both the government and occupants, including knowledge and use of 15 FAM. If asked, must be willing and able to work extended and unusual hours to include weekends, evenings and holidays and be available to work during the busy make ready season April – August. Housing can sometimes involve sensitive and/or confidential information, therefore, the Coordinator should keep this in mind when working with residents. This position has no supervisory requirements.

### **SKILLS AND ABILITIES:**

- Excellent written and oral communication skills, emphasizing tact and diplomacy; ability to deal effectively with a wide range of Mission American and LE staff employees; ability to negotiate, converse and/or resolve issues with and deal assertively and professionally with contractors, landlords and their representatives, realtors, utility company employees vendors, and local officials.
  
- The applicant must be able to handle considerable local travel to local apartments and houses (in an Embassy vehicle) and be able to maneuver uneven surfaces and stairwells as high as 7 or more stories.

### **APPLICATION AND SELECTION PROCESS:**

✓ Effective August 1, 2010 Office of Overseas Employment announced new Universal Application for Employment (DS-174) as a mandatory application for any locally recruited positions. To apply for this position all interested candidates should fill out the DS-174 and submit it to the Embassy Human Resources Office **by COB January 2, 2011**. The new DS-174 is available on the official U.S. Embassy website under the Employment Opportunities section: <http://ukraine.usembassy.gov/job-opportunities.html>.

**Universal Application for Employment (DS-174) can be filled out electronically, but still must be printed, signed and emailed to: [KyivHR@state.gov](mailto:KyivHR@state.gov) or faxed to: [490-40-85](tel:490-40-85).**

**Note:** Only those applications that are received in the Human Resources Office *before* the closing date will be eligible for consideration. Any application package that doesn't include the UAE (DS-174) will be considered incomplete and will not receive further consideration for recruitment.

### **ADDITIONAL SELECTION CRITERIA:**

- **This position is subject to funds availability and the job offer to a successful candidate will be extended upon receiving an endorsement on the position's budget.**
- The position has been designated as sensitive and therefore must have recruitment restricted to U.S. Citizens. The incumbent of the position must be able to obtain and hold a **Top Secret (TS) Security Clearance as determined by the Bureau of Diplomatic Security.**
- US Citizen EFMs who are currently employed under *Family Member Appointment (FMA)* must work for 90 calendar days in their current position before being able to apply for advertised position.
- US Citizen EFMs and NORs who are currently employed under *Personal Services Agreement (PSA)* must work for 90 calendar days in their current position before being able to apply for advertised position.
- U.S. Veterans and U.S. Citizen EFMs will be given preference in hiring over other *equally qualified candidates* in accordance with Section 301 (c) of the Foreign Service Act of 1980. Candidates who claim *U.S. Veterans hiring preference* must provide a copy of their Form DD-214 with their application. Candidates who claim U.S. Citizen EFMs hiring preference should indicate their EFM status in the application form.
- All qualified EFM applicants will be interviewed by HRO, CLO and the Selecting Officer and will be ranked against the announced job requirements. The Selecting Officer will make a recommendation for employment to the Post Employment Committee which must be supported by a majority of votes. Final approval for the selection must be endorsed by the Deputy Chief of Mission.

### **EQUAL EMPLOYMENT OPPORTUNITY STATEMENT**

The U.S. Mission in Kyiv provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

CLEARED:

I Erickson-GSO (by e-mail)